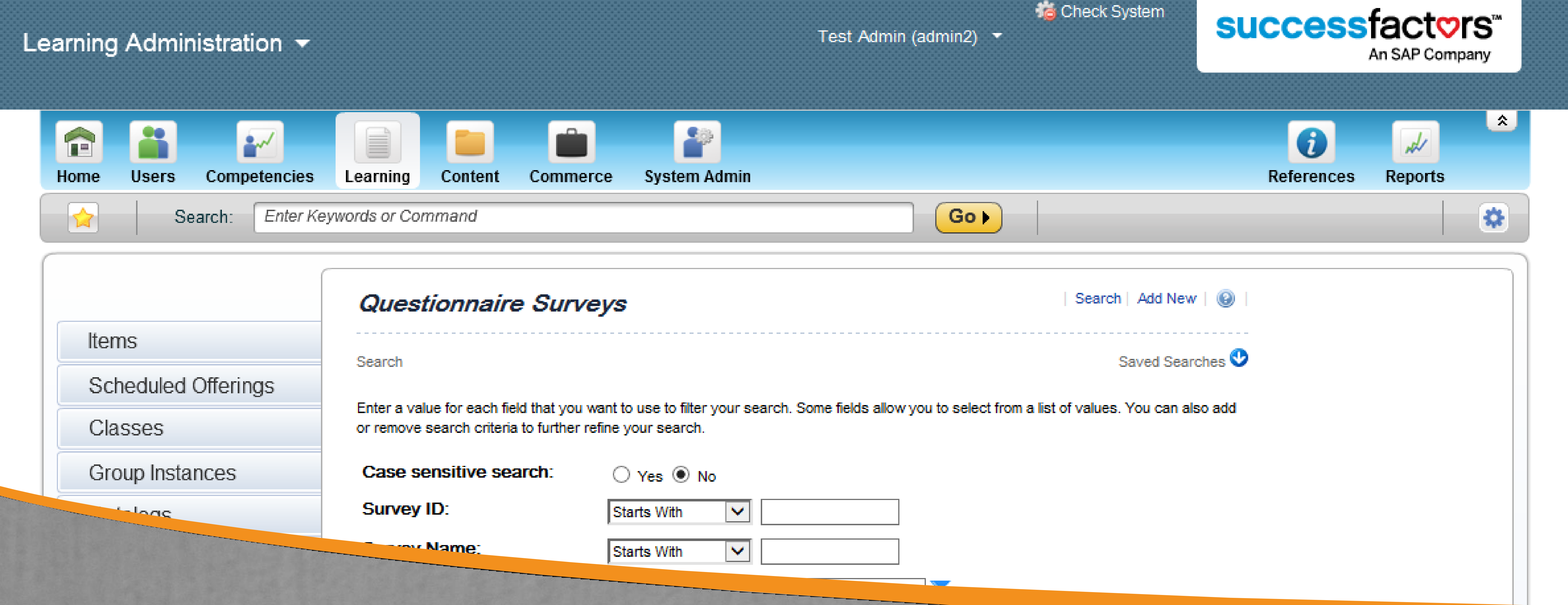

Training Evaluation Overview

Create, edit, publish, and launch various types of evaluation surveys.

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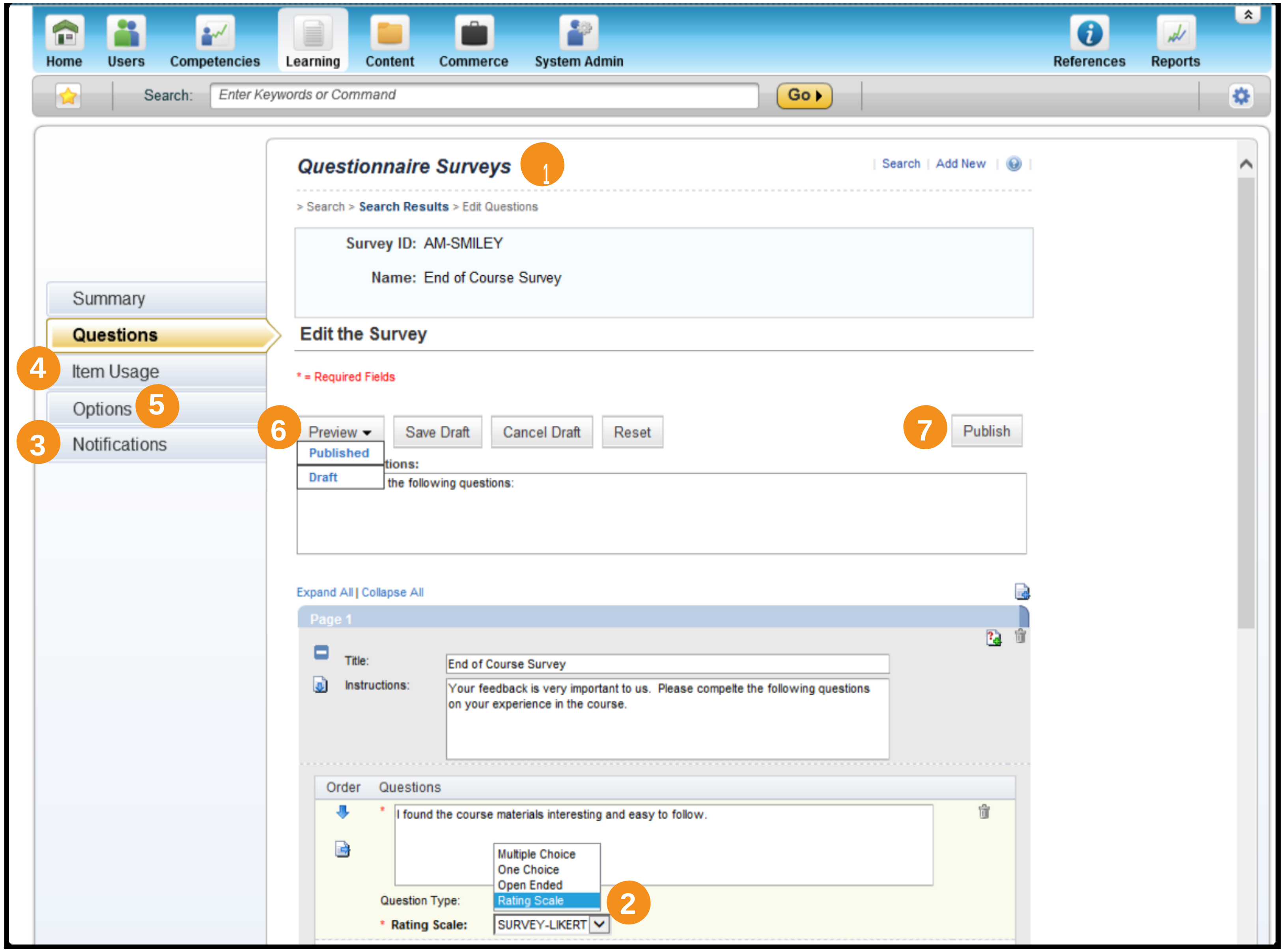
Training Evaluation Overview: Item Evaluation

An item evaluation is a questionnaire survey that is built to assess a user's reaction to a training event. This type of survey measures how well users liked the training, and is most effective when delivered immediately after the training event ends, when a user's reaction is still fresh in his/her mind.

Admin Tools > Learning > Learning Administration > Learning



1 Evaluation Question Survey Structure

Questions asked on a typical item evaluation survey cover the basics of a course and can be grouped according to focus area. Within SuccessFactors Learning, an item evaluation questionnaire survey can be structured with one or more pages, and one or more questions per page.

2 Question Types

When building your item evaluation, you must create questions and answer choices. There are four types of questions:

- Rating Scale is used to get quantitative results.
- One Choice is used when you want the user to choose one correct answer from a group.
- Multiple Choice is used when you want the user to be able to choose multiple correct answers from a group.
- Open Ended is used when you want the user to type an answer.

3 Notifications

A user is sent a notification upon the assignment of a survey. An item evaluation survey is assigned to a user upon completion of an item. A follow-up survey is assigned to a user and/or the user's supervisor a configurable number of days after item completion and is triggered by an automatic process manager.

4 Associate Survey with Item

There are two ways to associate a survey with an item. The association can be made within the questionnaire survey from the Item Usage tab, or it can be created within an item record from the Evaluations tab.

It is only possible to associate one survey per item. If a survey is already associated with an item, you will receive a warning message if you attempt to associate another survey. You are given the option to replace the previous survey with the current one, or cancel the association process.

5 Configuration Options

Each item evaluation survey can be uniquely configured. There are a number of possible actions.

6 Preview

Once a survey has been created, it is important to preview the draft survey before publishing and making it available for use.

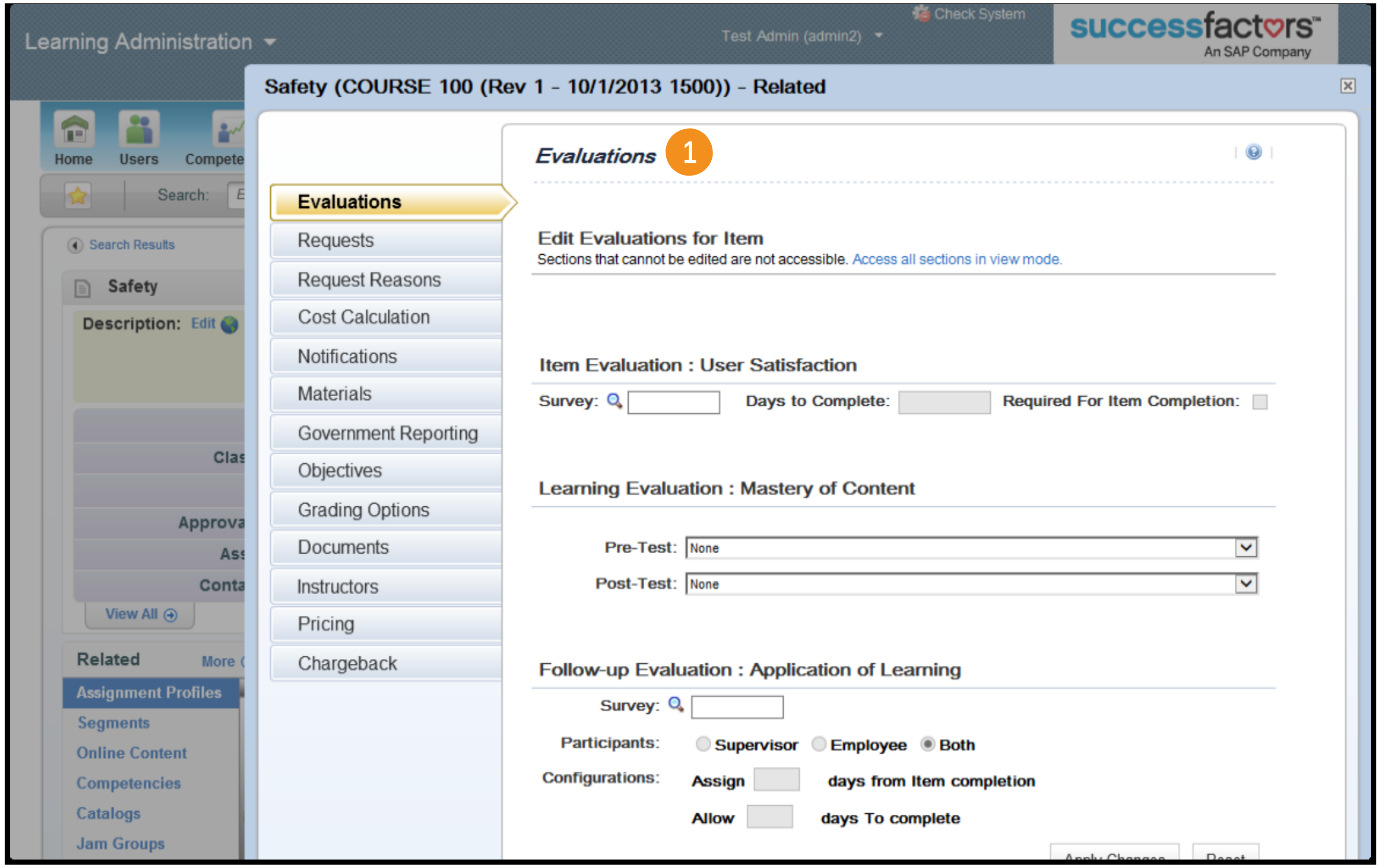
7 Publish

Once a survey is published, it can be associated with one or more items.

Training Evaluation Overview: Learning Evaluation

Now we'll review how to create an association between previously created exams and an item as pre- and post-exams.

Admin Tools > Learning > Learning Administration > Content



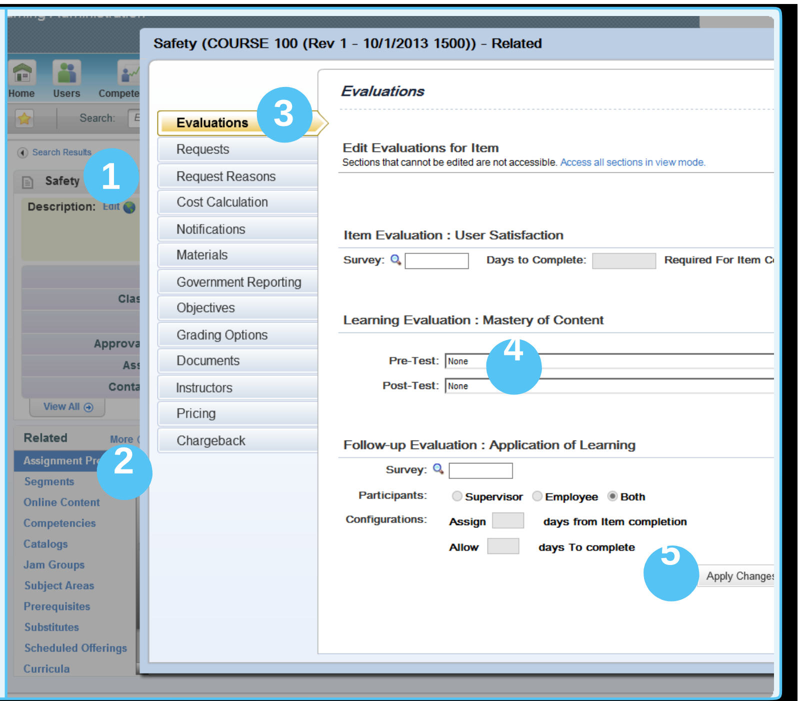
1 Set up Learning Evaluations

Configuring an item to support learning evaluations is simple if the pre- and post-exams have already been created. The purpose of a pre- and post-exam is to assess the user population's knowledge of the content prior to the training, and immediately following the training.

Spotlight: Associate Pre- and Post-Exams

Admin Tools > Learning > Learning Administration > Items

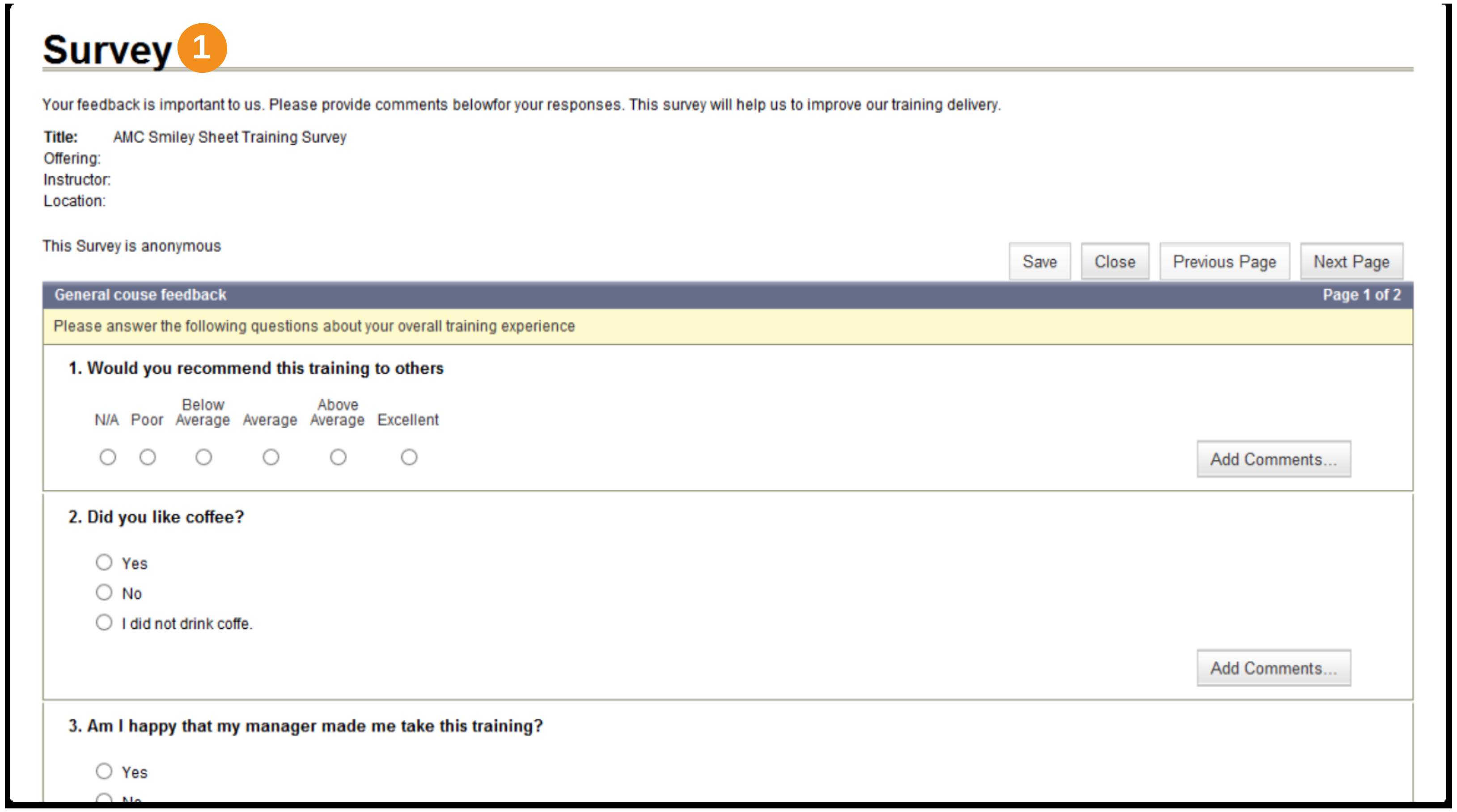
1. Search for and access an item record in edit mode.
2. Click ***More*** from the Related area.
3. Select the ***Evaluations*** tab.
4. In the Learning Evaluation: Mastery of Content section, click the drop-down menu for pre-exam and post-exam and select the desired exams.
5. Click ***Apply Changes***.



Training Evaluation Overview: Survey Completion - User

When a survey is assigned to a user, he/she will receive an email and the survey displays in the Learning Plan.

Admin Tools > Learning > Learning Administration > Learning > Questions



1 User's View of Survey

As a user completes the survey, there is an option to save it, allowing the user to complete the survey at a later time. The Submit button on the last page allows the user to submit the completed survey. Once a survey has been submitted, it disappears from the user's view. There is no record of a survey completion in a user's learning history (Completed Work).

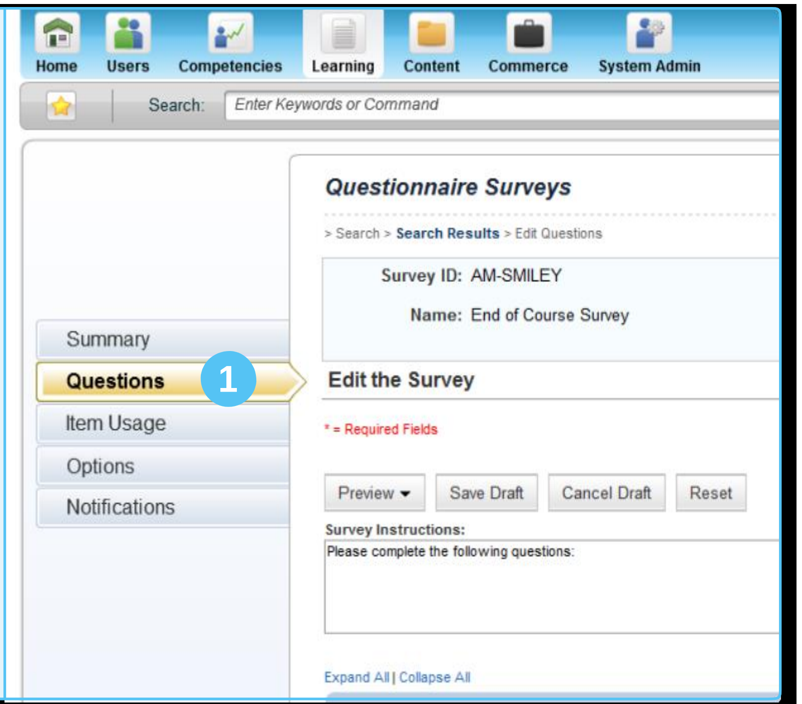
Spotlight: Follow-up Evaluation

Learners typically score well on post-tests, but the real question is whether or not any of the new knowledge and skills are retained and transferred back on the job. Follow-up evaluations attempt to measure whether or not learners' behaviors actually change as a result of new learning. Ideally, this measurement is conducted three to six months after the training program. By allowing some time to pass, learners have the opportunity to implement new skills and retention rates can be checked.

Admin Tools > Learning > Learning Administration > Learning > Questions

1 Configuration Options

Each follow-up evaluation survey can be uniquely configured to fit the business needs. A follow-up survey is assigned to a user and/or the user's supervisor a configurable number of days after item completion and is triggered by an automatic process manager (APM). The survey can be completed by the user only, the supervisor only, or both; and it can contain a comments section after each question for additional feedback.

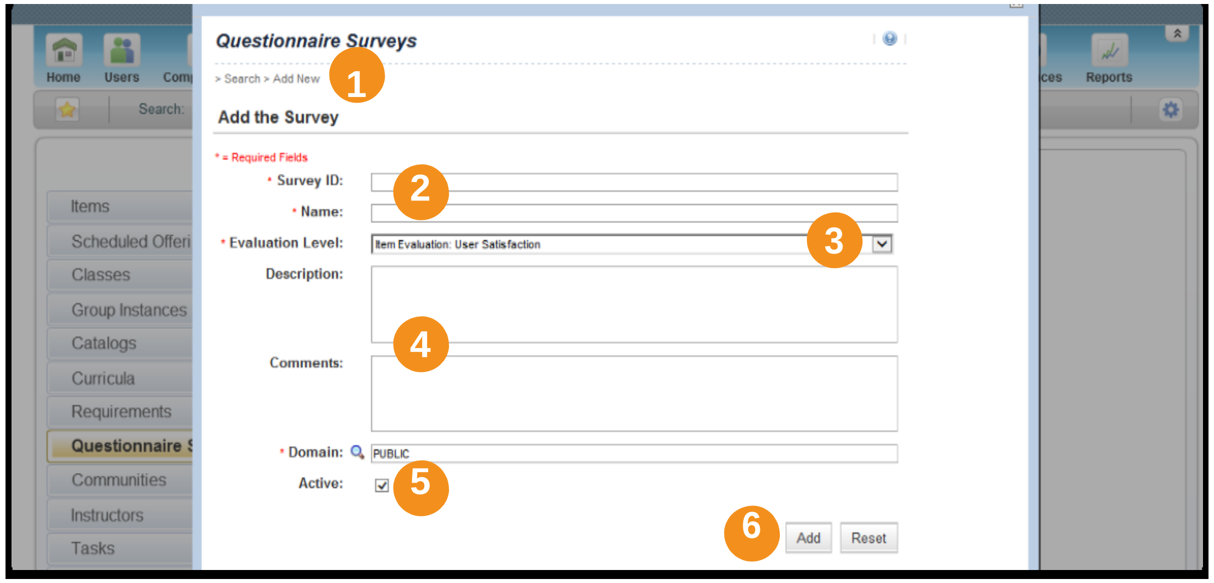


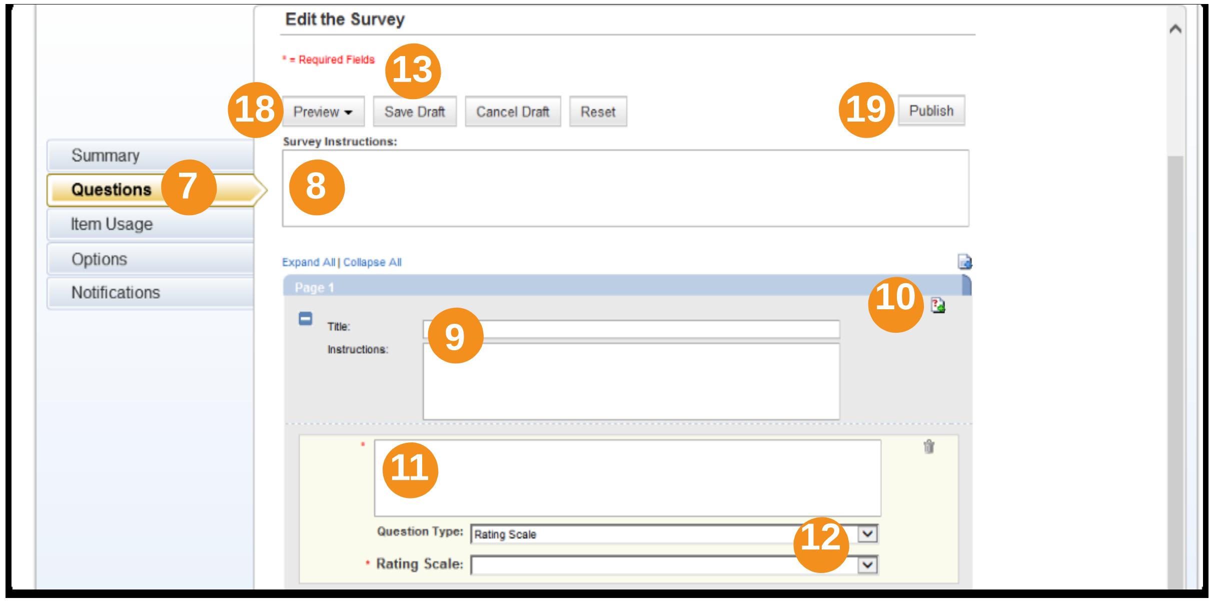
Training Evaluation Overview: Step by Step

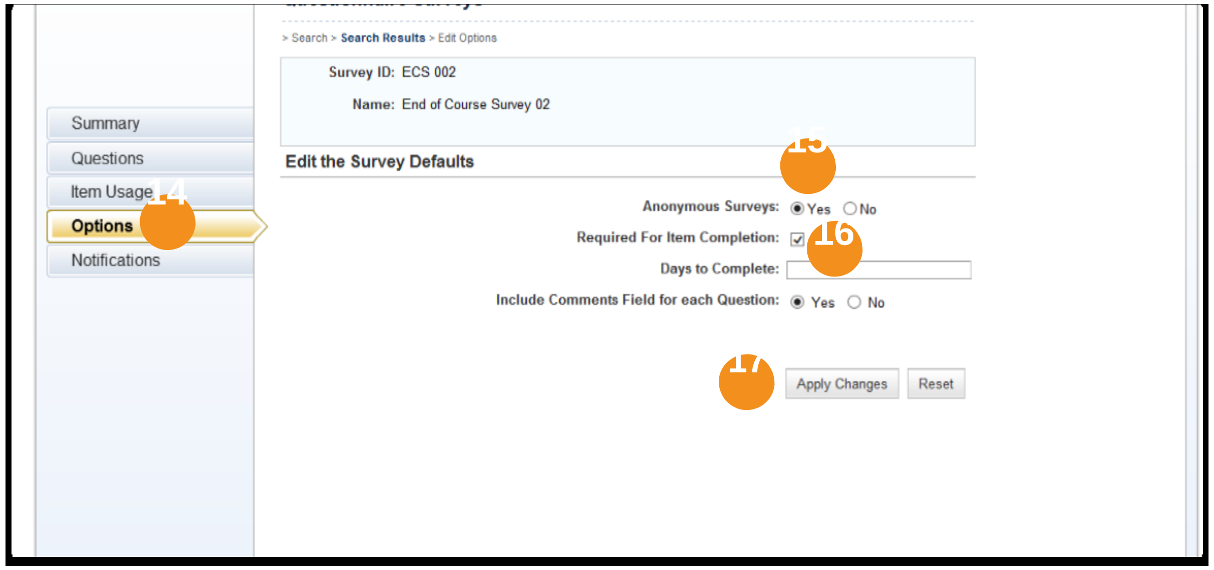
Create Questionnaire Survey

Admin Tools > Learning > Learning Administration > Learning > Questionnaire Surveys

1. Select ***Add New***.
2. Enter a ***Survey ID*** and survey ***Name***.
3. Select an ***Evaluation Level*** (i.e., Item Evaluation: User Satisfaction).
4. Enter ***Survey Description*** and ***Comments***, and select ***Domain***.
5. Check ***Active*** checkbox.
6. Click ***Add.***
7. Select the ***Questions*** tab.
8. Enter ***Survey Instructions***.
9. Enter ***Page 1*** title and instructions.
10. Click the ***Add Question*** icon.
11. Enter question stem.
12. Select the ***Question Type*** and select a ***Rating Scale***.
13. When done, click ***Save Draft***.
14. To configure options and notifications for the survey, select the ***Options*** tab.
15. Select ***Yes*** for anonymous surveys.
16. Check the ***Required for Item Completion*** checkbox and enter the number of ***Days to Complete*** survey from assignment.
17. Click ***Apply Changes.***
18. To preview and publish the survey, select the ***Questions*** tab and click ***Preview***. Select ***Draft*** from drop-down menu.
19. Click ***Publish***. The survey is now ready for use.







Training Evaluation Overview: Step by Step

Configure Options for Follow-up Evaluation

Admin Tools > Learning > Learning Administration > Learning > Questionnaire Surveys

1. Search for and select the appropriate follow-up survey.
2. Select the ***Options*** tab.
3. To configure the post evaluation settings, enter a number of days from item completion to assign the follow-up survey, and a number of days to complete the survey.
4. Select the follow-up Survey ***Participants*** (i.e., employee, supervisor, or both).
5. Select option to include comments field for each question.
6. Click ***Apply Changes***.
7. Select the ***Notifications*** tab.
8. Edit body of notification message, if necessary, and click ***Apply Changes***.
9. A follow-up survey is assigned to a user and/or the user's supervisor a configurable number of days after item completion and is triggered by an automatic process manager (APM). To configure APM, navigate to ***System Admin > Automatic Processes > Evaluation Synchronization*** and enable this process to be scheduled.
10. Select frequency of ***Synchronization***, and enter configuration options.
11. Select a time zone.
12. Enter an email address for notification.
13. Click ***Apply Changes***.